CITY OF BURLINGAME

POLICY MANUAL

| SUBJECT | ISSUED BY | EFFECTIVE DATE |
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| UTILITY SERVICE | CITY COUNCIL | FEBRUARY 21, 2006 |
| CONNECTION POLICY | | |

POLICY STATEMENT:

This policy is to help guide the City's utility customers and staff as to the responsibility for installing, maintaining and upgrading utility service lines.

- 1. Ensures that all utility customers are treated equally.
- 2. Allows staff to more quickly respond to requests.

PROCEDURE:

The following guidelines apply to all existing utility service connections:

- 1. Electricity The City is responsible for maintenance of the electrical line from the transformer to the meter. If service is interrupted due to a failure of any city equipment (transformer, primary line, secondary line, meter, etc.) the city will restore the service to the customer at no expense to the customer. If the meter has been placed on the building, the property owner assumes all responsibility for repairing any damage to the building and reattaching the meter to the building if necessary.
- 2. Gas The City is responsible for maintenance of the gas line from the main to the meter. If service is interrupted due to a failure of any city equipment (main line, riser, meter, etc.) the city will restore the service to the customer at no expense to the customer.
- 3. Water The City is responsible for maintenance of the water line from the main to the meter. If service is interrupted due to a failure of any city equipment (main line, service line, meter, etc.) the city will restore the service to the customer at no expense to the customer.
- 4. Sewer The City is responsible for maintenance of only the sewer main. If service is interrupted due to a blockage of the City main, the city will restore the service to the customer at no expense to the customer. If a sewer lateral is damaged during repair of the main line, the City will repair the lateral at no expense to the utility customer.
- 5. Items 1-4 are not valid if the damage to the City's portion of the utility service is damaged due to any negligence on the part of the property owner. If damage is due in part to a third party, the City will make the

- necessary repairs to the portion of the utility that is the responsibility of the City and bill the appropriate third party for damages.
- 6. Any customer requesting that a meter or service connection be relocated or upgraded will be responsible for the costs associated with making the requested changes. City staff will prepare a cost estimate (including labor, materials, and equipment) for the requested repairs and submit it in writing to the property owner. Once the full payment has been made to the City, the City Administrator will direct City crews to make the requested changes to the system. Once the changes have been made a final bill shall be developed by the City Administrator or his/her designee and a bill for the difference shall be sent to the customer or a check shall be cut for a refund to the customer within ten (10) days of completion of the project.

The following guidelines apply to all new utility service connections:

 Electricity – The owner is responsible for determining the location of the meter (on the building or at the utility pole) and determining the location of the secondary line (overhead or underground). The sizing of the meter and wire will be determined by staff with input from the owner regarding the demand on the service. Final placement of the meter is at the sole discretion of the City.

The City will install the new meter either on the pole or at the building at the discretion of the owner. If the primary lines have been installed underground then the meter must be placed on the building. If the building owner asks for the meter to be installed on the building, the city can provide the meter can and weather head to be installed by the building's owner. Once installed, the city will run the wire and hook up the electric meter. If the meter is installed on the building the customer will pay the building base rate for the electric service. If the meter is installed on the pole supporting the primary distribution system they will pay the pole base rate for the electric service.

The City can install the service line from the pole to the building at the request of the owner. All trenching and backfilling required is the responsibility of the owner.

Once the details of the service have been determined, staff will generate a cost estimate for installing the service. A written cost estimate (including labor, materials, and equipment) will then be provided to the customer. Once the customer has made a full payment for the service to the City, the City Administrator will direct utility crews to complete the installation as time allows in accordance with the plans of the owner.

Once the installation is complete a final bill shall be developed by the City Administrator or his/her designee and a bill for the difference shall

be sent to the customer or a check shall be cut for a refund to the customer within ten (10) days of completion of the project.

2. Gas – The City will work with the owner to determine the placement of the meter, but the final approval is at the sole discretion of the City. The sizing of the meter and service line will be determined by staff with input from the owner regarding the demand on the service. Typically meters should be installed at the property line.

The City can install the service line from the main up to the building at the request of the owner. All trenching and backfilling required is the responsibility of the owner.

Once the details of the service have been determined, staff will generate a cost estimate for installing the service. A written cost estimate (including labor, materials, and equipment) will then be provided to the customer. Once the customer has made a full payment for the service to the City, the City Administrator will direct utility crews to complete the installation as time allows in accordance with the plans.

Once the installation is complete a final bill shall be developed by the City Administrator or his/her designee and a bill for the difference shall be sent to the customer or a check shall be cut for a refund to the customer within ten (10) days of completion of the project.

3. Water – The City will work with the owner to determine the placement of the meter, but the final approval is at the sole discretion of the City. The sizing of the meter and service line will be determined by staff with input from the owner regarding the demand on the service. Typically meters should be installed at the property line.

The City can install the service line from the main up to the building at the request of the owner. All trenching and backfilling required is the responsibility of the owner.

Once the details of the service have been determined, staff will generate a cost estimate for installing the service. A written cost estimate (including labor, materials, and equipment) will then be provided to the customer. Once the customer has made a full payment for the service to the City, the City Administrator will direct utility crews to complete the installation as time allows in accordance with the plans.

Once the installation is complete a final bill shall be developed by the City Administrator or his/her designee and a bill for the difference shall be sent to the customer or a check shall be cut for a refund to the customer within ten (10) days of completion of the project.

4. Sewer – The City will work with the owner to determine the placement of the service, but the final approval is at the sole discretion of the City. The sizing of the tap and service line will be determined by staff with input from the owner regarding the demand on the service. Typically the service line should be connected to the main in a straight line with the back of the building.

The City can install the service line from the main up to the building at the request of the owner. All trenching and backfilling required is the responsibility of the owner.

Once the details of the service have been determined, staff will generate a cost estimate for installing the service. A written cost estimate (including labor, materials, and equipment) will then be provided to the customer. Once the customer has made a full payment for the service to the City, the City Administrator will direct utility crews to complete the installation as time allows in accordance with the plans.

Once the installation is complete a final bill shall be developed by the City Administrator or his/her designee and a bill for the difference shall be sent to the customer or a check shall be cut for a refund to the customer within ten (10) days of completion of the project.

| Approved By: | |
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| | William Kraus, Mayor |